LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 02/27/2004 **PIM 032 v5**

**Company(s) Submitting Issue**: TSI

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**(NOTE: Submitting Company(s) is to complete this section of the form along with Sections 1, 2 and 3.)**

1. **Problem/Issue Statement:** (Brief statement outlining the problem/issue.)

Wireless carriers are not receiving customer service records (CSRs) from all wire line network service providers when a reseller is the local service provider. Wireless port requests do not collect the needed information to complete a wire line local service request (LSR). The CSR is a primary source of information needed to complete the LSR and port the number.

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)
2. Examples & Impacts of Problem/Issue:

The current NANC flows suggest that when a number is porting from a reseller, the port request should be issued to the network service provider.

Developing a local service request (LSR) from a wireless port request (WPR) requires a customer service record (CSR) provided by the old network service provider (OSP). When the OSP is a reseller and the number is porting from an old network service provider, the CSR is not always provided by the wire line network service provider and there is not enough information to complete the LSR.

About half of the larger wire line carriers do provide the CSR on reseller numbers and the ports occur without incident. The others wire line carriers simply reject the CSR request because it is not their customer and the port fails and is nearly impossible to resolve.

1. Frequency of Occurrence:

These problems may occur multiple times a day.

1. NPAC Regions Impacted:

 Canada\_\_\_ Mid Atlantic \_\_\_ Midwest\_\_\_ Northeast\_\_\_ Southeast\_\_\_ Southwest\_\_\_ Western\_\_\_

 West Coast\_\_\_ ALL\_x\_

1. Rationale why existing process is deficient:

For old network service providers that do not provide CSRs, the ports fail.

1. Identify action taken in other committees / forums:

No other action has been taken by other groups.

1. Any other descriptive items: \_\_

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1. **Suggested Resolution:**

Wire line network service providers should provide the customer service record on porting reseller numbers. The response message to the CSR query should include a statement that the number being requested is a reseller number.

1. **Final Resolution:**

This issue resulted in the creation of Best Practice 0048 – Porting of Wireline Reseller Numbers.

**LNPA WG:** (only) Final Resolution Date: 7/10/2007

Item Number: 0032 v5 Related Documents: BP 0048

Issue Resolution Referred to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why Issue Referred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_